



**North Carolina Department of Health and Human Services
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

State Consumer and Family Advisory Committee

Advocacy and Customer Service Section

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Beverly Eaves Perdue, Governor
Al Delia, Acting Secretary

Steven Jordan, Director
Rosemary Weaver, SCFAC Chair
Libby Jones, Vice Chair

June 18, 2012

Dear Secretary Delia,

The State Consumer and Family Advisory Committee (SCFAC) would like to express its gratitude for having the opportunity to provide DHHS and the General Assembly with MH/DD/SAS recommendations. My term as SCFAC Chair as well as my term as a member of the SCFAC expires June 30, 2012, and I would like to express my personal thanks to you and the staff of MHDD/SAS and DMA. Although it has been a rough year with budget cuts and the change in leadership, we have had more opportunities to communicate our concerns than we have had in the previous years and hope to maintain this relationship in the coming year. It's imperative that we continue to keep the channels of communication open to receive information from upper management so that we can perform our duties in accordance with the State Statute 122C-171. We appreciate your involvement as Acting Secretary and hope it will continue under the new leadership. The purpose of this report is to provide you with an overview of our responsibilities and accomplishments throughout the past year.

In order for the SCFAC to accomplish its statutory responsibilities each SCFAC member volunteers to participate on one of the task teams listed below:

SCFAC BUDGET TASK TEAM

- Monitor the State budget.

SCFAC PLANS TASK TEAM

- Monitor the goals of the State Plan.

SCFAC SERVICES TASK TEAM

- Identify service gaps and underserved populations.
- Make recommendations regarding the service array.
- Monitor the development of additional services.
- Participate in all quality improvement measures and performance indicators.

SCFAC/LCFAC INTERFACE TASK TEAM

- Receive the findings and recommendations by local CFACs regarding ways to improve the delivery of services.
- Provide technical assistance to local CFACs.



SCFAC Recommendations & Advice

- The Budget task team sent a letter to DHHS and the General Assembly focusing on:
 - Maintaining current funding for critical services to our consumers,
 - Ensuring effective monitoring on how these monies are managed, and
 - The Budget task team chair made personal visits to members of the GA who serve on the DHHS Legislative Oversight Committee in May to discuss the contents of this letter.
- The Plans Task Team has reviewed the amendments to the 2010-2013 State Strategic Plan, particularly the expansion of the 1915 b/c waiver, and submitted feedback to the Division.
 - Paul Russ, Plans Task Team chair, met with the Division's Planning Team to discuss the new 2011-2013 Strategic Plan for the Medicaid b/c waiver.
- The Services task team provided recommendations and feedback on work projects throughout the past year:
 - The Division's Quality Management Team continued to receive input on the Provider Performance Report (PPR) as well as NC TOPPS.
 - Members of the Services Task Team have voiced their concerns regarding the future of human rights and how they may be impacted in a waiver environment.
 - The members of the task team directed their attention to children's services and, at their suggestion, Families United attended the May SCFAC meeting to provide more information to the SCFAC.
 - The task team continues work on developing recommendations regarding measures to prevent gaps in service and ensure continuity of care.
- The SCFAC/LCFAC Interface Task Team continued their established relationship with the local CFACs:
 - Monthly statewide conference calls with the local CFAC members which began in January 2011 have continued to occur in the off months when we do not have a SCFAC meeting and topics included the following:
 - How previously merged LMEs handled merging CFACs.
 - The inclusion of CFAC members in waiver implementation for those LMEs who have already transitioned to operating the Medicaid b/c waiver.
 - Concerns about recruiting new CFAC members and best practices used by CFACs that have been successful in increasing membership.
 - Review of state statute 122C-170 and suggestions for modifications that resulted from this call were given to Division leadership.
 - Discussion on CFAC budgets and whether or not each CFAC has control of their own budget as a self-governed and self-directed committee as established by statute 122C.
 - The June 2012 topic is the status of merging CFACs in those LMEs who have merged into MCOs and the challenges faced regarding distance, size, and other factors..
- Regular updates and interaction with the DMA/DMH Waiver Team occurred regularly at our meetings.
- SCFAC members continue to participate in the Departmental Waiver Advisory Committee (DWAC).
- The chairs of the SCFAC Task Teams have been attending the ELT meetings in Raleigh in order to continue to educate and facilitate interaction with the Executive Leadership Team of the Division of MHDDSAS.
- Members submitted feedback on the updated 2011-2013 Waiver Strategic Plan.
- Two SCFAC members participated in the LME Governance Sub-Committee of the DHHS Legislative Oversight Committee.

Division Workgroup Initiatives

SCFAC members have actively participated on the following projects, workgroups, and committees:

- Executive Leadership Team
- External Advisory Team
- Waiver Leadership Team
- Dual Eligible workgroup
- Provider Performance Report (PPR)
- North Carolina-Treatment Outcomes & Program Performance System (NC-TOPPS)
- Consumer Advocacy Group



Education and Information presented to SCFAC

- Prescription Drug Abuse and the Controlled Substance Reporting System
- Waiver Implementation Updates
- Enhancements to the Provider Performance Report (PPR)
- An Overview of Division supported legislation proposed for the 2012 short legislative session
- Mental Health and Substance Abuse Block Grant Plan
- Employment First Initiative
- Child/Family Teams
- System of Care
- Child Mental Health Awareness Month

SCFAC Accomplishments

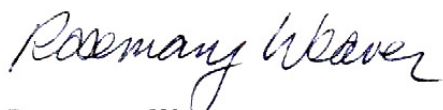
- A group of past and present SCFAC members have continued to review the summary version of the Division's Implementation Updates and hope their inclusion in this process is planned for this fiscal year.
- The members created a Fall/Winter newsletter and plan to have another edition in the first quarter of FY 2012-2013. Newsletters are distributed to all CFAC members, LME Liasons, General Assembly Members and Division Leadership.
- The SCFAC Chair had a second meeting with Secretary Cansler, Mike Watson, Beth Melcher, Steve Jordan and Stuart Berde.
- Responses to RFPs for SAMHSA and the Mental Health Block Grants.
- Acting Secretary Deliah attended the March 2012 meeting.

Steve Jordan, Director of the Division of MH/DD/SAS, or Jim Jarrard, Deputy Director, attend our meetings in order to provide critical information. We appreciate the opportunity to receive and provide feedback during these discussions. In addition, DMH/DMA staff has really been instrumental in providing SCFAC members with vital information on the development and implementation of the 1915 b/c Waiver.

The SCFAC members would like to personally thank Stuart Berde and his staff for their outstanding support every month. Their assistance allows us to achieve our goals in a timely manner and function as an advisory body. Many of us on the SCFAC are also members of our local CFAC and recognize the contributions of the members of the Consumer Empowerment Team who attend meetings and provide regular updates, training, information and resources for all local CFACs.

In conclusion, the SCFAC is comprised of an extremely dedicated group of consumers and family members who participate as active members. We also want to recognize the participation of the local CFAC members and other guests who regularly attend our meetings and keep us abreast of the issues at the local level by speaking during public comment time.

Sincerely,



Rosemary Weaver
SCFAC Chair

cc: General Assembly
State CFAC Appointing Authorities
Division of MH/DD/SAS Executive Leadership Team

